IN THE CLAIMS:

Please cancel Claims 1 to 16 without prejudice or disclaimer of subject matter and add new Claims 17 and 18 as shown below. The claims, as pending in the subject application, read as follows:

1. to 16. (Canceled)

17. (New) A help server, which is capable of communicating with a user terminal and a helper terminal for providing information to said user terminal, comprising;

storing means for storing information relating to a plurality of helper terminals;

first receiving means for receiving question information from said user terminal;

extracting means for extracting information relating to at least one helper terminal from said storing means on the basis of the question information received by said first receiving means;

second receiving means for receiving, from said user terminal, information relating to the communication ability of the user terminal;

transferring means for transferring the question information and the information relating to the communication ability of the user terminal, to each of the helper terminals extracted by said extracting means on the basis of the information of the at least one helper terminal;

third receiving means for receiving, from each of the helper terminals, a response to the question information and the communication ability information, transferred by said transferring means to each helper terminal;

selecting means for selecting at least one helper terminal on the basis of the response received by said third receiving means; and

notifying means for notifying said user terminal of said at least one helper terminal selected by said selecting means,

wherein said user terminal communicates with at least one of the helper terminals of which said user terminal has been notified by said notifying means.

18. (New) An apparatus according to claim 17, wherein said second receiving means further receives information for a payable charge from said user terminal.